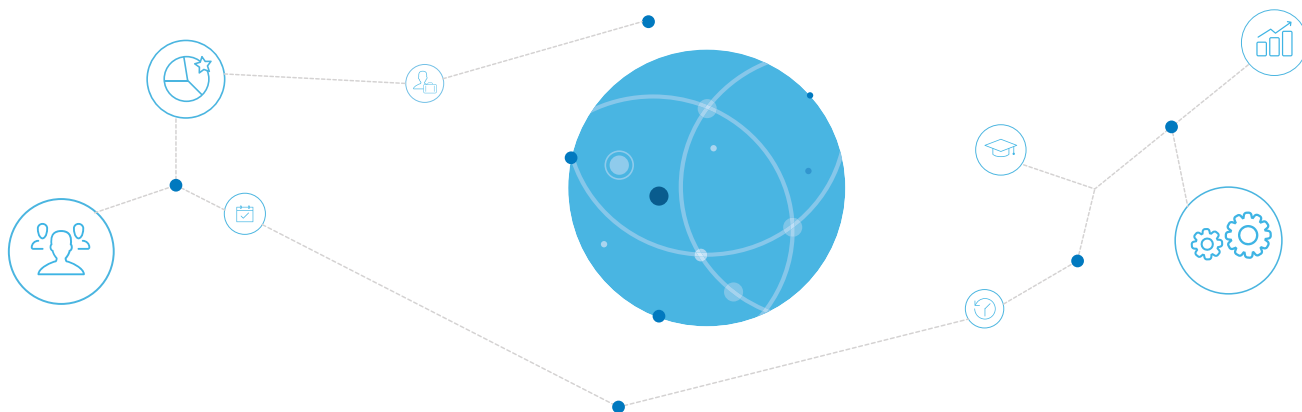


Workday Touchpoints Kit

Playbook



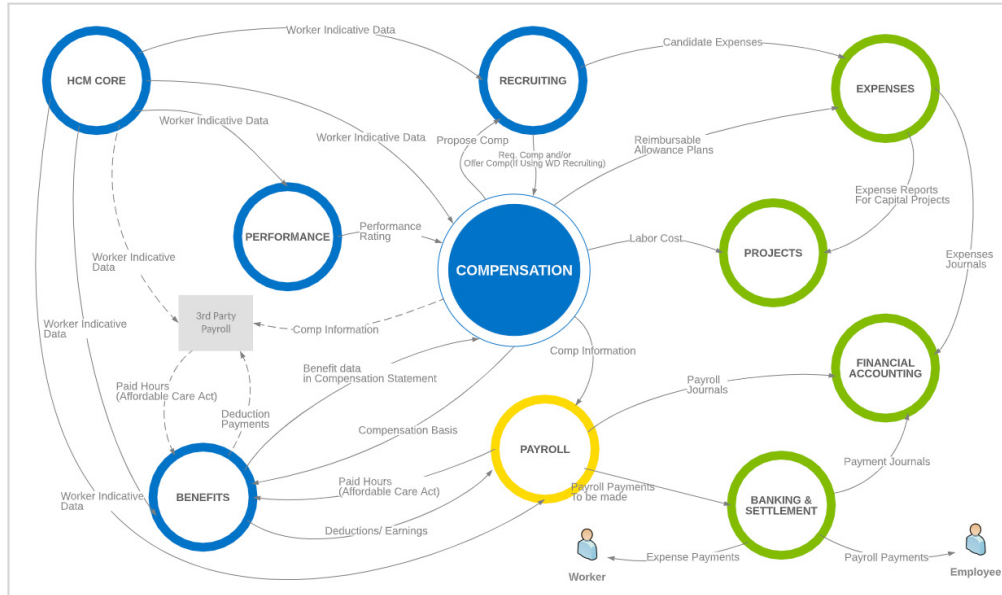


Workday Touchpoints Kit

The Workday Touchpoints Kit is a collection of diagrams, heatmaps, and organizational details that helps users understand how a decision in one product area can impact functionality or configuration in another.

By illustrating granular connection points at every important intersection within the tenant, the Workday Touchpoints Kit allows customers and consultants to see the big picture for both current and future deployments. As a result, they are empowered to create unified solutions that are built for the future.

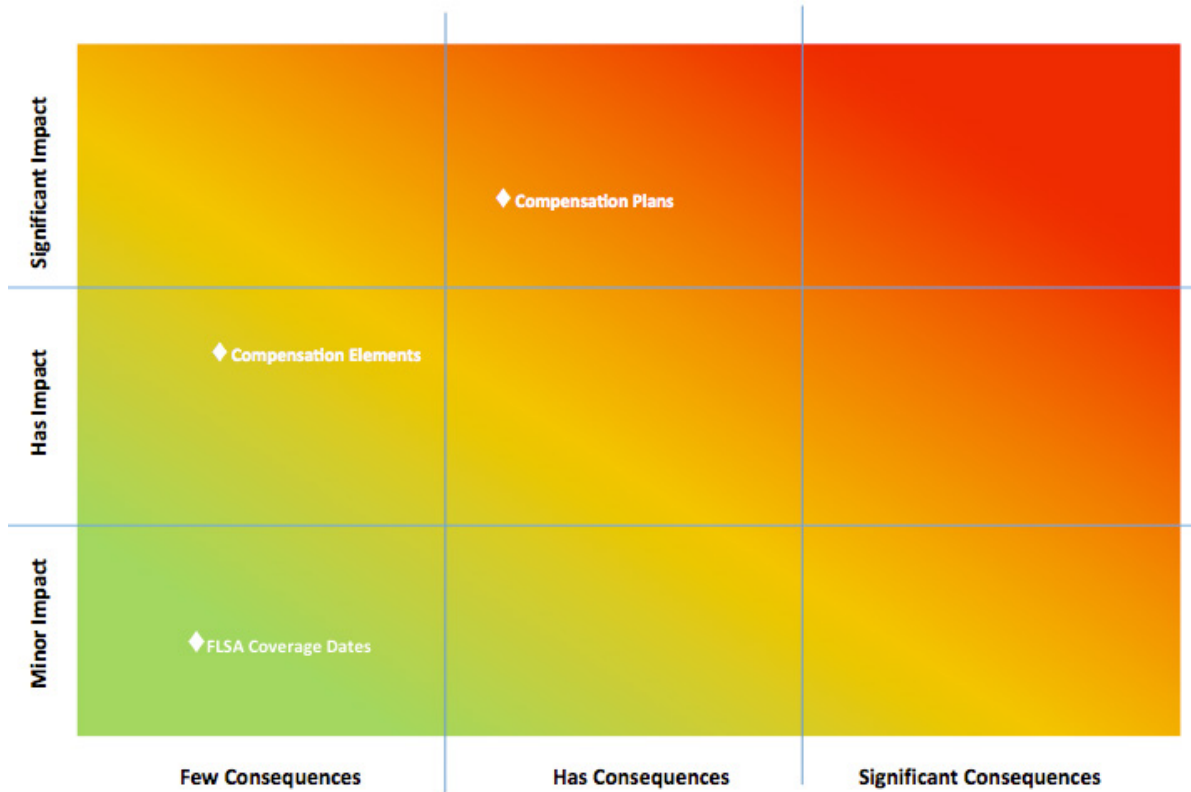
Touchpoints Diagrams



LEGEND			
	Functional area for which the context diagram is being created.		Business document or transaction that has an interaction with the functional area under consideration.
	Functional area having an interaction with the functional area that is under consideration and for which the context diagram is created.		External entity, such as an organization or users that have an interaction with the functional area under consideration.
			Flow of data between functional area under consideration and other functional areas or external entities.
			Flow of data for an alternate implementation.

Touchpoints Diagrams illustrate overlaps, inbound flows, and outbound flows across the product suite. Using the legend above, users are able to assess interconnections between multiple functional areas for optimal configuration and decision-making.

Design Heatmaps



Design Heatmaps symbolize the impacts of deployment considerations and are accompanied by informational tables that decode and detail their significance. Touchpoints Diagrams show the direction and flow of data, while Design Heatmaps show the consequences of each design decision.

Organizational Details

Organization	HCM	PAYROLL	FINANCIALS	STUDENT*	Owner/s
Academic Unit	▲	N/A	N/A	◆	Student
Business Unit	●	◆	◆	N/A	Financials
Company	●	◆	◆	◆	Financials/ Payroll/ Student

Legend

● Low Importance

The organization under consideration is not used extensively by the product (either HCM, Payroll, or Financials), and the configuration and use of this organization has no downstream impacts to the product.

▲ Medium Importance

The organization under consideration is used by the product (either HCM, Payroll, or Financials). The configuration and use of the organization is somewhat important. The design of the organization requires input from the product even if it is not being implemented as part of the current deployment. In such cases, it is recommended that a consultant who is familiar with the product be consulted.

◆ High Importance

The organization under consideration is critical to the functionality of the product (either HCM, Payroll, or Financials), and the design of the organization has a significant impact to the way the product functions. Input from the product is required during design, even if the product is not being implemented as part of the current deployment. In such cases, it is recommended that a consultant who is familiar with the product be consulted.

Owner(s)

This is the product team(s) responsible for determining the use of the organization under consideration. Where a particular product suite is the owner, but is not being deployed as part of the current project, the implementation team will need to reach out to a product expert for input.

Organizational Details show how specific objects within the Workday system interact with each product area. This means that you can anticipate how any organization type interacts across Workday Human Capital Management, Workday Financial Management, Workday Payroll, and Workday Student.

Ready to Use the Kit?

There are two ways to gain access to the **Workday Touchpoints Kit**:



1. Complete the [Getting Started with Workday Touchpoints](#) curriculum.

This self-paced training helps prepare new and existing customers to make educated design and configuration decisions during initial and subsequent deployments of Workday.



2. Become a [Workday Pro](#).

Workday Pro is for customers who want to become more competent and self-sufficient with Workday. A good candidate is someone with exceptional technical and functional expertise, or someone who wants to deepen their knowledge to reach that level of Workday know-how.

You can learn more about the Workday Touchpoints Kit by visiting our page on [Workday Community](#).



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